# Refund Policy

Customers can request a refund within 7 days of purchase if the product is defective or damaged.

To initiate a refund:

1. Contact our Customer Support via email at support@company.com.

2. Provide your order ID and proof of purchase.

3. Our team will process your request within 3 to 5 business days.

Refunds are not available for:

- Downloadable digital items

- Items purchased during clearance sales

For more information, please visit our official website or contact our support center.